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| SLCC Logo | Campus Card System/OneCard |
| 2019-2020 ANNUAL ASSESSMENTSUMMARY OF RESULTS |

# Project (Assessment) Title

OneCard wait time assessment

# College-wide Strategic Goal

* Achieve Equity in Student Participation and Completion
* Secure Institutional Sustainability and Capacity

# Assessment Overview

Student wait times at the ID Centers can be lengthy, especially during rush periods around the start of Fall and Spring Semesters. It is not uncommon to see a line of more than 10 people waiting to get help. Beside high-demand times there can also be long waits due to aging and/or lack of equipment. Jordan and South City Campuses each have one card printer, both of which are over five years old and as such tend to breakdown requiring repair. While the repair contractors are often quick to respond, there is often a downtime of at least one day before these card printers are back to their full capacity. Taylorsville-Redwood Campus’s ID Center handles the bulk of SLCC’s OneCard printing but can experience long lines at certain times or during special events.

# Methodology (Plan/Method)

During February, OneCard office staff reached out to recent card recipients to gather input on ways to shorten wait times at the three ID Centers. These surveys focused on students, their perceived wait times, location, and asked if an online option would be preferred. Based on the information gathered three possible solutions are proposed.

# Timeline

* Mid-February 2020: Identify a group of students 50 students and give each the survey.
* Late-February 2020: Due to too few responses returned, OneCard staff called a group of on the phone to ask the survey questions.
* March 2020: Collect and analyze survey data.

# Results/Findings

* Increase the number of printers at Jordan and South City Campuses

Many responses focused specifically on the ID Centers at Jordan and South City Campuses. The easy solution is to increase the number of card printers as well as the number of ID Workstations.

* Two additional card printers were ordered and have been delivered to the Campus Card office.

The new equipment must still be installed as part of the purchase by the vendor. The install was originally planned for April but has since been delayed due to COVID-19 concerns. The current plan is to have them installed by mid- to late-July. Furthermore, two additional workstations are planned to help with card printing. This will double Jordan and South City Campus’ printing ability.

* Introduce the Mobile Student ID (otherwise known as Mobile Credential)

About a quarter of the responses mentioned a mobile student ID in one form or another. For about two years, Campus Card Services has been looking into the Mobile Credential through Blackboard/Transact. Due to the cost, equipment requirements, and technical specifications associated with the program the department is slowly moving toward implementation of some form of a mobile credential. To implement the Mobile Credential through Transact the school is required to have 100 percent compatibility with mobile payment technology, in other words everywhere payments are made mobile payments must be accepted as well. In most cases, SLCC already accepts mobile payments however there are major areas that do not currently.

# Action Plan (Use of Results/Improvements/Call to Action)

* Install of new printers scheduled with OneCard vendor Identisys for the week of July 13. Testing and implementation once completed.
* Work with IT to plan and implement robust version of online submission program. Originally planned for Fall rollout, will likely need to be pushed back to Spring.
* Continue to prepare campuses for an eventual Mobile Credential roll-out through the prepping of current hardware and slowly purchase needed hardware to meet vendor requirements.

# Other Notes